ITSM25 OPENING KEYNOTES & AWARDS SPECIAL GUEST

With the Call for Speakers for ITSM25 well underway, we're all set for another exceptional line-up of presenters from across the service management profession.

To whet your appetite, we're delighted to announce details of our keynote speakers and PSMA25 awards special guest.

Full details of the announcement can be found **here**.

For the latest conference information please click **here**.

SERVICE DESIGN COMMUNITY LAUNCH EVENT

Join us on the 02 April (12:00-13:00) as we unveil our goals for each workstream, highlight the exciting events lined up for 2025 featuring inspiring speakers, and share how you can be part of this dynamic community!

Our new Service Design Community provides a platform for the exchange of best practices and collaborative problem-solving while fostering innovation and networking, and keeping members informed about the latest industry trends.

FREE to attend, **registration** is now open!

DIGITAL TRANSFORMATION AT THE CHURCHILL WAR ROOMS

Just 3 months into 2025 and we've already delivered over 25 events for itSMF UK members!

On the 27 March, Jaro Tomik facilitated the first of two Digital Transformation Business Simulation events we have planned for 2025 – this time at the atmospheric Churchill War Rooms in London.

We were delighted with another great turnout for the fourth in our line-up of **'Signature Events'** for 2025 – the feedback has been amazing.

If you missed out, registration is now **open** for the second simulation event in this series on 17 July in Newcastle – FREE for members to attend.

UPCOMING MEMBER MEET-UPS & WEBINARS

We're delighted to announce three upcoming events:

- 24 April - Manchester Member meet-up
- 10 June – Online Lunch & Learn – Availability Management
- 02 July - IT Service Design: Journey towards efficient IT Services Webinar

FREE for itSMF UK members, these events provide a great opportunity to network and learn from other service management professionals and discuss burning issues in a relaxed environment.

ISO/IEC 20000 SURVEY: AN ANNUAL UPDATE

A big thank you to all itSMF UK members who took part in the ISO/IEC 20000 Survey 2024, giving us a great snapshot of what's happening in the service management standards community across the world with 208 respondents from 38 countries

The output from this survey has been discussed at the international and the UK committees and is leading to action plans for further papers to raise awareness about various topics and input into any future update of ISO/IEC 20000.

In our latest **blog** post, Lynda Cooper summarises the results.

2025 MEMBER FORUM

During our annual Member Forum online, the itSMF UK Board and Operations Team provided members with an update on our performance for FY24 and our current strategy and services.

It was also an opportunity to take feedback and questions from within the member community to make sure we're delivering the value that you require as a stakeholder in our community.

If you missed the event you can catch up via the **event recordings** page.